

EC7000i and EC7500i Series Scanners

User Guide

July 2014



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RDM Corporation

www.rdmcorp.com

End-User/Customer Agreement

Please read the end-user/customer agreement regarding software license and warranty terms during the installation of the application.

Compliance statements

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or modifications not expressly approved by RDM could void the user's authority to operate the equipment.

All units covered by this manual have no user-serviceable parts inside. In the event repairs are ever needed to any RDM product, they should be performed by RDM Corporation or an authorized representative of RDM Corporation. For information please contact RDM Corporation,

619A Kumpf Drive, Waterloo, Ontario, Canada N2V 1K8, at 1-800-567-6227, or RDM's US service agent below.

US Service Agent
William Buser
(703) 286-5734
bbuser@rdmcorp.com

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Introduction

The RDM EC7000i and EC7500i series scanners provide affordable functionality in a compact and efficient design. Featuring RDM's industry leading Progressive MICR Method and imaging technology the EC7000i and EC7500i series scanners deliver optimum MICR read rates and image quality. In addition, all EC7000i and EC7500i series scanners include a franker cartridge to comply with various payment industry guidelines.

With several models and feature options to choose from, the RDM EC7000i and EC7500i series scanners are an ideal fit for payment applications such as remote deposit capture, healthcare POS, retail POS, and walk-in bill payments.

About this guide

This guide describes the EC7000i and EC7500i series scanners, some basic operations, and how to maintain your scanner. For instructions on how to use your scanner to scan documents with your computer or credit card terminal, contact your solution provider.

Requirements

The EC7000i and the EC7500i scanners are for indoor use only. Keep the scanners dry and avoid areas of high humidity.

Do not remove any parts other than the areas specified in this guide. Removing parts other than the areas specified in this guide will void the warranty.

When you are working inside the scanner, such as when you are replacing the franker cartridge, make sure the scanner is disconnected.

Recommendations

Record all distributor contact information for future reference.

Save the original box and packing material. Reuse them if the unit must be shipped to a new location or returned for service.

Position the unit so that the operator has easy access to the check path and a clear view of the LED. Do not put the unit close to a heat source, in direct sunlight, or close to any device that can emit electromagnetic interference, such as a computer monitor or power adapter.

EC7000i and EC7500i models and features

The EC7000i and EC7500i series scanners are available in several optional model configurations. All models ship with a franker cartridge.

All scanner models can also be licensed to perform optical character recognition (OCR) on documents with machine printed text (remittances, pay stubs). This can be used with different applications such as walk-in bill payment. You can tell if your scanner is licensed for OCR by the label on the bottom of the scanner.

The following table lists the available EC7000i and EC7500i models and their optional features.

EC7000i

Model	Description
EC7011f	Single-feed scanner.
EC7014f	Single-feed scanner with a modem.
EC7111f	Single-feed scanner with MSR

EC7500i

Model	Description
EC7501f	Single-feed scanner.
EC7502f	Single-feed scanner with MSR.
EC7504f	Single-feed scanner with MSR and thermal printer.
EC7511f	Single-feed scanner.
EC7512f	Single-feed scanner with MSR.

Model and serial number

To locate the model and serial number of your scanner, carefully turn your scanner over to view the label affixed to the bottom.



Note: this guide is for EC series scanners with serial numbers beginning with 24 and higher. If your scanner's serial number begins with 23 or lower, you should download the appropriate guide from RDM's website, www.rdmcorp.com/support

Setting up the EC7000i or EC7500i

To set up the EC7000i and the EC7500i, follow these steps.

Choose a location

Locate your scanner in a place that:

- Has a flat surface, such as a countertop or table.
- Is convenient for the scanner operator.
- Offers adequate ventilation and protection from elements such as heat, dust, oil, or moisture.
- Is close to a telephone line (depending on your unit) and power connections.

NOTE: Before unpacking the box, examine it for damage received during shipping. If the scanner, or any component, appears damaged, do not use it. File a claim with the shipping company and contact your distributor.

Unpack the shipping box

1. Open the top of the box.
2. Remove and unwrap the items. Lift the scanner out of the box from the bottom of the scanner.
3. Save the box and wrapping for future use.

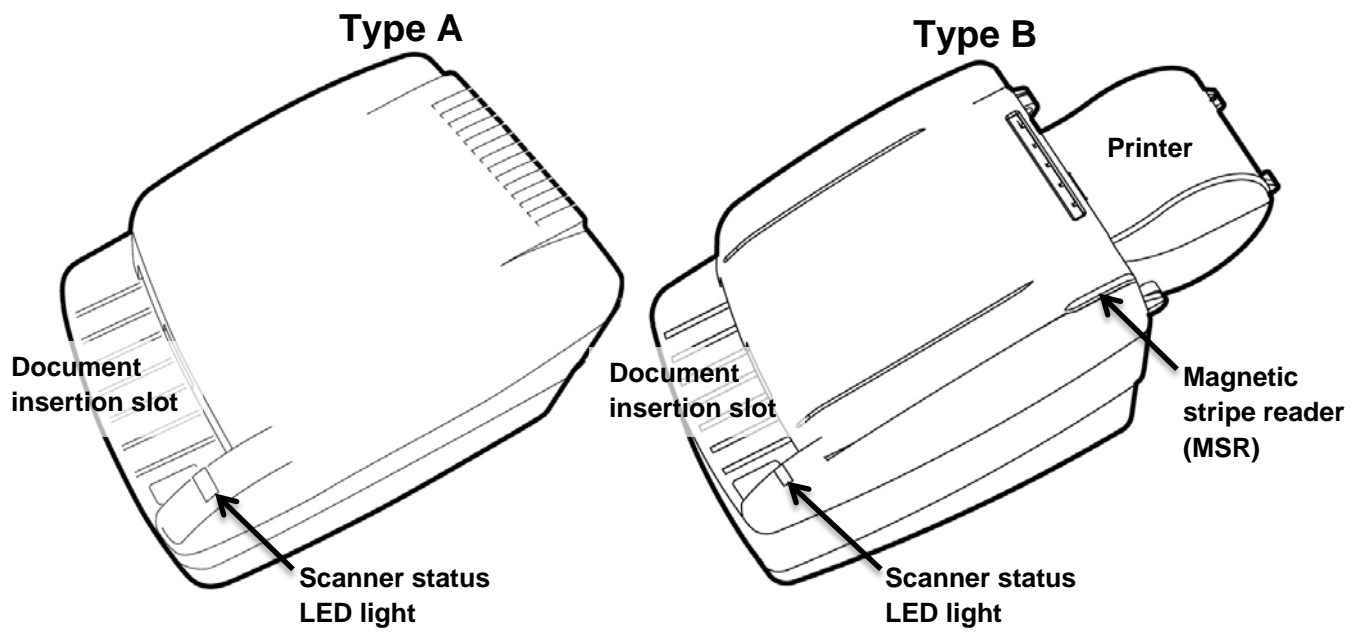
Your EC7000i or EC7500i product package includes the following:

- The scanner
- Power adapter
- Telephone cord (if the scanner includes a modem)
- Franker cartridge
- USB cable
- Thermal receipt paper roll (if the scanner includes a printer)

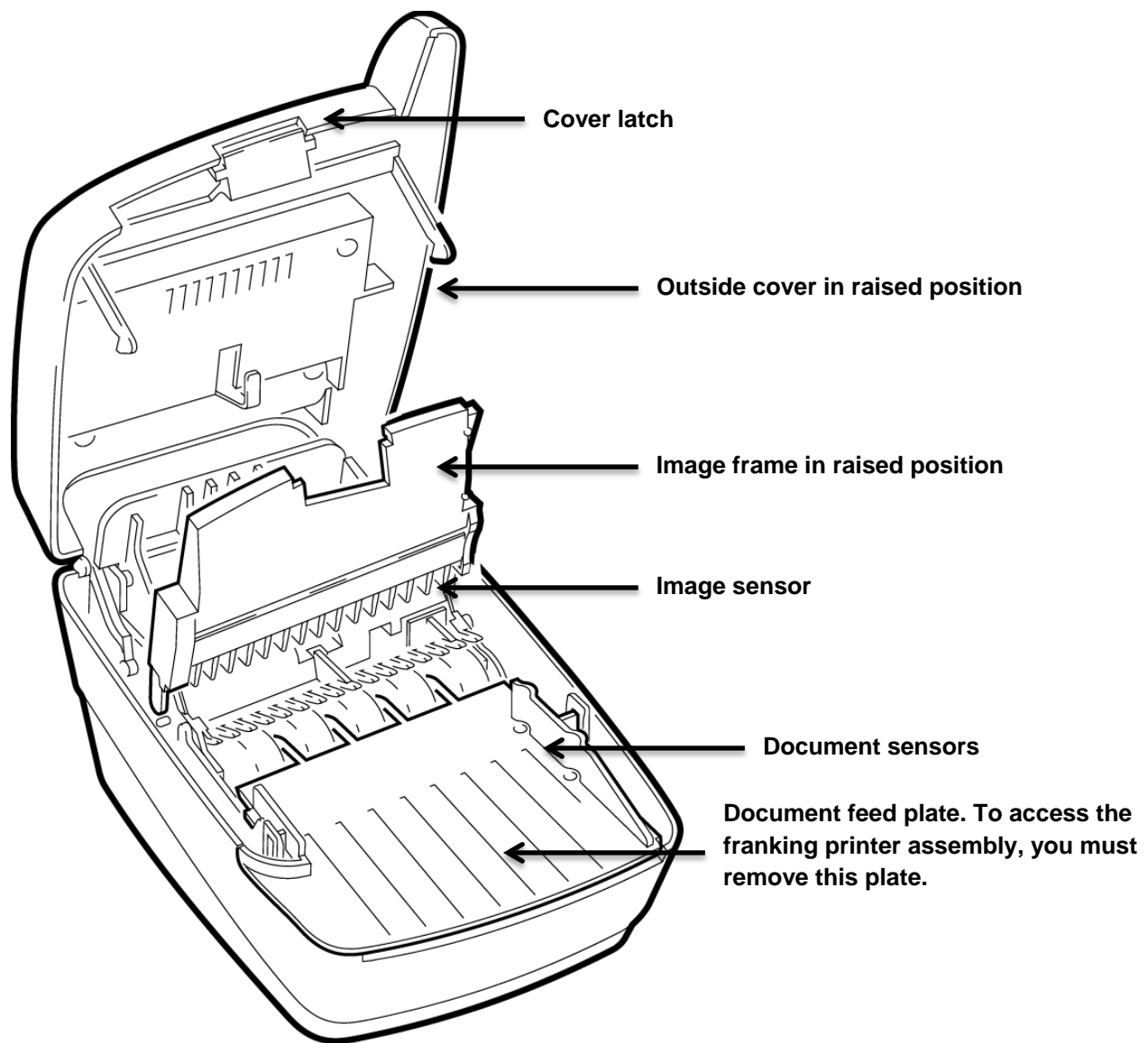
Inspect the scanner's features

EC7000i and EC7500i scanners look very similar, but some scanners include a magnetic stripe reader (MSR) and the EC7504f includes a receipt printer. The illustrations below show the basic scanner (type A), and a scanner with a magnetic stripe reader and printer (type B). We'll use type A throughout this manual for consistency.

For more information on scanner models and features, see [Model and serial number](#).



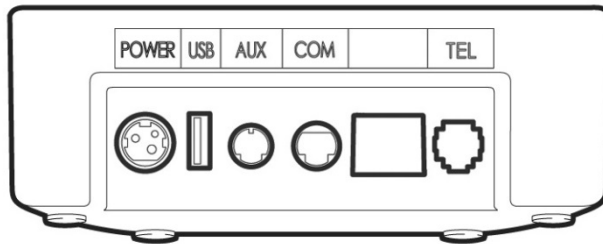
Inside EC7000i and EC7500i series scanners



Connection ports

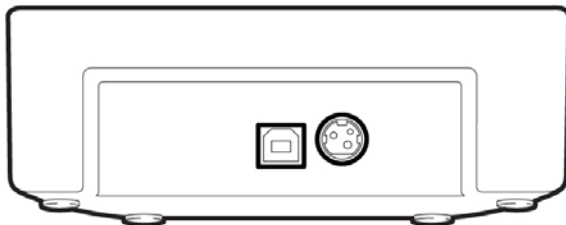
The EC7000i and EC7500i have different configurations of connection ports based on optional features. These configurations are set and programmed by the distributor (reseller) to suit your unique needs.

The following diagrams show the possible ports for EC7000i and EC7500i scanners:

EC7000i ports

The following table describes the scanner ports, from left to right:

Power (Red)	Connect the power adaptor to this port.
USB (Orange)	Use this port to connect to a PC.
AUX (Yellow)	Use this port to connect optional peripheral devices such as a pass through printer.
COM (Green)	Use this port to connect to a PC or terminal.
TEL (Purple)	Use this port to connect to a telephone line. This port is only included on scanners with a modem.

EC7500i ports

The following table describes the scanner ports, from left to right:

USB (Left)	Use this port to connect to a PC.
Power (Right)	Connect the power adaptor to this port.

Insert the franker cartridge

The franker cartridge is an ink stamp that marks the front of each check with an “Electronically Presented” message. Follow these directions to insert the franker cartridge into the unit.

Access the printer assembly

1. Press the cover latch and lift the cover to access the imaging frame.
2. Lift the imaging frame to access the feed plate.
3. Locate the blue tab on the right side of the plate. Note the black tab in the same place on the left side of the plate. You will use the black tab to open the printer assembly.
 - a. Push the black tab to the left, away from the feed plate.
 - b. While holding the black tab, lift the feed plate up and to the right. It moves free of the black tab.
 - c. Push the blue tab to the right, away from the feed plate.
 - d. While holding the blue tab, lift the feed plate up and to the left. It moves free of the blue tab.
 - e. Remove the feed plate completely.

Insert the franker cartridge into the printer assembly

Under the feed plate, there is a hole in the plastic where you can insert the franker cartridge.

1. Insert the franker cartridge into the hole. The roller on the cartridge should face into the scanner.
2. Apply pressure to the widest part of the cartridge top until it clicks into place.
3. Replace the document feed plate by pressing down firmly until it clicks into place.
4. Close the imaging frame.
5. Close the outside cover.

Caution

- Avoid contact with the main drive roller to prevent ink transfer to documents.
- Ink may be harmful if swallowed.
- Avoid contact with eyes.
- Damage to the unit or the cartridge resulting from modifying the cartridge is not the responsibility of RDM.
- The cartridge is not refillable.
- The franker cartridge is not licensed for modifications.

Connect to a telephone line

If you have purchased a scanner with a modem, follow these directions to connect to a telephone line.

1. Insert the end of the telephone cord into the TEL port on the back of the scanner.
2. Insert the other end of the telephone cord into a telephone jack in the wall.

CAUTION: Plug the telephone cord into an analog phone jack only; the modem will not work if it is plugged into a PBX digital line.

Connect the power cord

1. Insert the round end of the power cord into the power port on the back of the scanner. Align the flat side of the power connector facing up.
2. Plug the power cord into an electrical power outlet.
3. When you connect to power, the LED lights up. Your unit is now powered on.

CAUTION: Disconnecting the power source while the scanner is processing a transaction may cause data files stored in the unit's memory to be lost.

NOTE: The power adapter includes a locking mechanism that securely connects the power cord to the scanner. To prevent cord damage, do not pull on the cord. Firmly slide back the locking mechanism on the connector before disconnecting the power cord from the unit.

Drivers and software

The drivers for your scanner are installed on your computer when you install the check scanning application. There are many applications that support EC7000i and EC7500i scanners; most are available from third-party vendors.

If you are not sure where to acquire your check scanning application, check with whoever provided your scanner.

Install the receipt printer paper roll

If your scanner includes a receipt printer, use single-ply, thermal-sensitive paper. These rolls are 2.25 inches (5.8 cm) wide and can be purchased from office supply stores.

CAUTION:

- Handle thermal paper with care; friction, humidity, light, etc, will damage it.
- The scanner will not load paper into the printer if the end of the roll is wrinkled, folded, or torn. Cut the end of the paper straight across before trying to load it into the scanner.

To install a roll of paper:

1. Ensure that the scanner is powered on.
2. Open the top of the paper roll cover at the back of the unit.
3. Hold the paper roll with the paper feeding from the bottom and guide the end of the paper into the slot that enters the scanner. The feed mechanism will pull the paper into the unit.
4. Place the roll into the paper roll holder.
5. Close the paper roll cover.

Operating the scanner

Preparing checks

To reduce the possibility of errors and damage to the unit, you should:

- Remove all folds and creases in the check.
- Remove any paper clips and staples from the check.
- Make sure that checks are dry

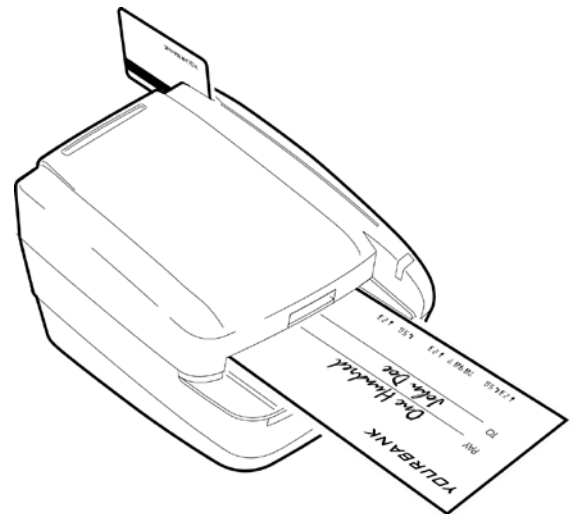


Feeding checks

The scanner unit is ready to accept checks when the LED is green. Insert the check in the following way:

- Flush to the right side of the scanner.
- Information-side facing up.
- MICR line to the right.

CAUTION: Do not open the cover or otherwise try to access the inside of the unit while it is in the process of scanning a check.



Swiping magnetic stripe cards

Swipe the credit card with the black, magnetic stripe facing downward, and to the left.

Status signals for EC7000i and EC7500i

The scanner's status is shown through a single, multi-state LED (light-emitting diode), which is the light on the top, front, right-hand side of the unit. Additionally, the scanner beeps to provide more information. The tables below describe typical status signals and their meanings.

EC7000i light signals and beeps

The following tables are for EC7000i scanners with serial number 24x and higher. Your scanner's serial number is listed on the bottom of the unit. For more information on finding your serial number, see [Model and serial number](#).

Scanners with serial number 23x and below might also have these signal patterns if they are updated to firmware 5.4.0 or higher. For more information on what firmware your scanner is running, contact your distributor (reseller).

If your scanner has a serial number of 23x or lower and does not follow these signal patterns, your scanner has an older set of signals. See [Appendix A](#) for a list of those patterns.

Startup

Signals	Meaning / What to do
Red-green-amber flashing cycle followed by a solid amber light and then a long solid red light.	The scanner is starting up and performing diagnostics. Wait for the scanner to finish.
Green solid	The scanner is configured but idle. The scanner is ready.

Document scanning and processing

Signals	Meaning / What to do
Green flashing	The scanner is waiting for the user to insert a document into the feeder.
Green-red flashing cycle	The scanner is processing the document. Wait for the scanner to finish.
Red flashing and short beep	An error occurred during processing. Check the computer or terminal's display for instructions or refer to your scanning application's documentation. If you need more help, contact your distributor (reseller).

EC7500i light signals and beeps

Start up

Signals	Meaning / What to do
Red-green flashing cycle Or, red-red-green-green flashing cycle	The scanner is being configured by the application.
Green solid	The scanner is configured but idle. You can start a task by using the check scanning application on your computer.
Red solid	An error occurred during startup. Check your computer's display for instructions or refer to your scanning application's documentation. If you need more help, contact your distributor (reseller).

Document scanning and processing

Signals	Meaning / What to do
Green flashing	The scanner is waiting for the user to insert a document into the feeder.
Green-red flashing cycle	The scanner is processing the document. Wait for the scanner to finish.
Red flashing and short beep	An error occurred during processing. Check your computer's display for instructions or refer to your local procedures. If you need more help, contact your distributor (reseller).

A Typical Document Processing / LED Cycle

1. The LED is green (solid): the unit is idle.
2. The LED is green (flashing): the scanner is waiting for a document to be inserted for scanning.
3. The LED is green/red (flashing): the scanning operation is in progress.
4. The LED is green (solid): the scanning operation is complete. The scanner has returned to its idle state.

Maintaining your scanner

Your scanner performs best when all working surfaces are clean and free of foreign material.

Cleaning the scanner

CAUTION:

- Always disconnect the power to the scanner before cleaning it.
- Solvents or harsh cleaners may damage or discolor the cabinetry.

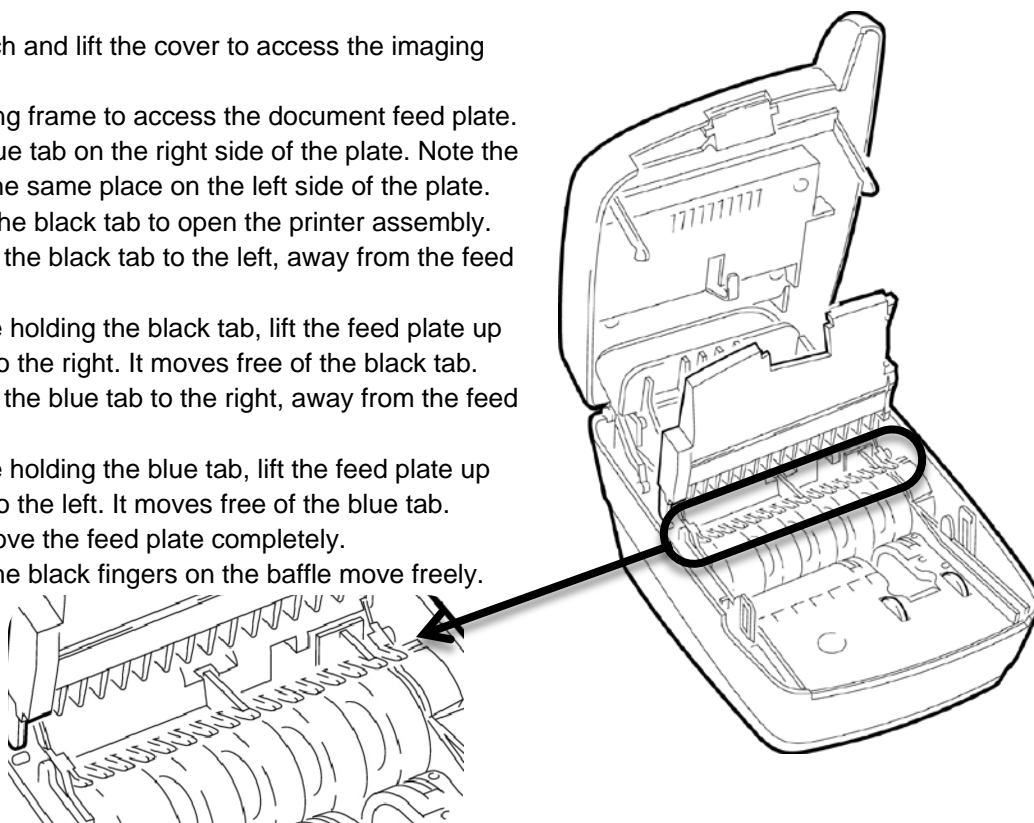
To clean the outside cabinetry, use a damp cloth and mild soap.

To clean the inside of the unit:

1. Press the latch and lift the cover to access the imaging frame.
2. Lift the imaging frame to access the document feed plate.
3. Locate the blue tab on the right side of the plate. Note the black tab in the same place on the left side of the plate.

You will use the black tab to open the printer assembly.

- a. Push the black tab to the left, away from the feed plate.
 - b. While holding the black tab, lift the feed plate up and to the right. It moves free of the black tab.
 - c. Push the blue tab to the right, away from the feed plate.
 - d. While holding the blue tab, lift the feed plate up and to the left. It moves free of the blue tab.
 - e. Remove the feed plate completely.
4. Ensure that the black fingers on the baffle move freely.



5. Use a dusting brush designed for use on electronic equipment or use compressed air to remove dust or debris.

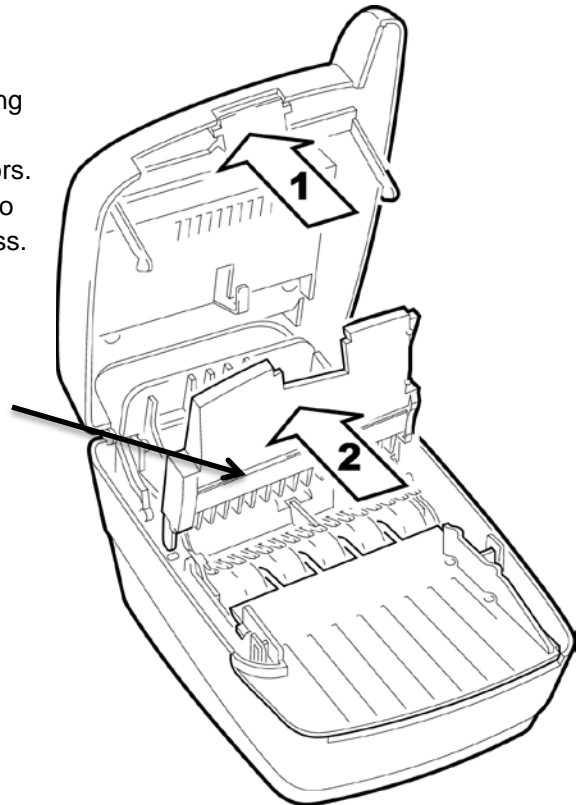
Cleaning the imaging camera glass

If there are horizontal lines in the image of the scanned document, you should clean the imaging camera glass.

To locate and access the imaging camera glass:

1. Press the latch and lift the cover to access the imaging frame.
2. Lift the imaging frame to access the document sensors.
3. Use a lens-cleaning tissue or a damp, lint-free cloth to remove any ink or dust from the imaging camera glass.

Imaging camera
glass



Troubleshooting

In the course of everyday operations, you may encounter minor malfunctions in your scanner. Before calling for service, review the troubleshooting steps below.

Scanner does not respond

Ensure that the scanner's cable is still properly connected to the correct port on the back of the unit (according to instructions provided by your distributor or reseller).

If the problem persists, contact your distributor or reseller.

Ensure that the correct power adaptor is connected to the unit. Change or replace the adapter, if necessary.

Scanner modem cannot connect to the telephone line

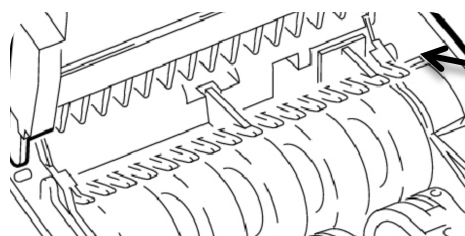
If your scanner is not connecting to the telephone line:

1. Check that the telephone cord is plugged into both the scanner and the telephone jack.
2. Check that the telephone cord you are using is not damaged. Connect the telephone cord to a telephone. If the line operates normally, the cord does not need to be replaced.
3. Call the phone number of the telephone line to ensure that it is working properly.
 - If you cannot connect to the telephone line, contact your telephone company to repair the line.
 - If you can connect to the telephone line, contact your distributor to have the scanner serviced.

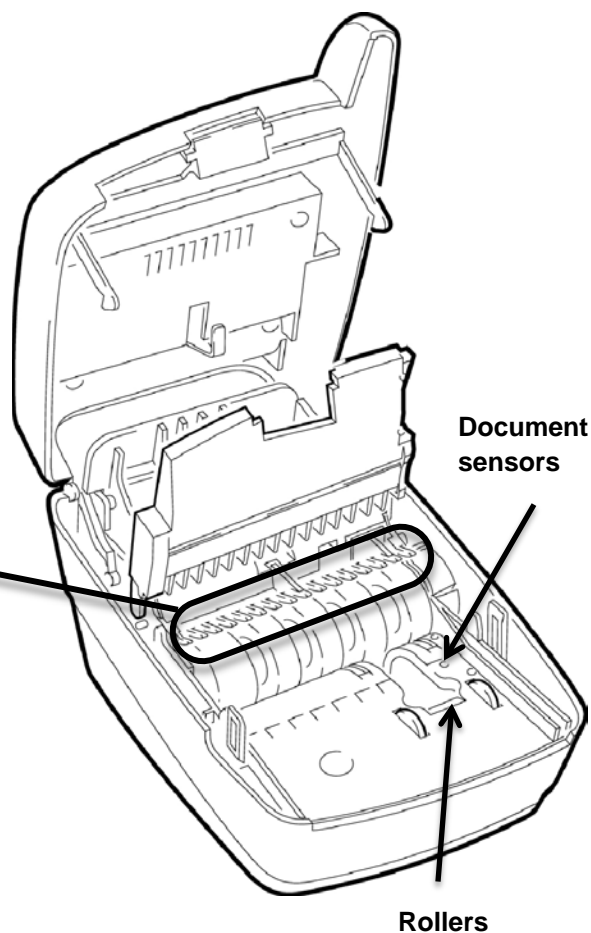
The check feeder does not function properly

Ensure that you are inserting the check properly: flush to the right side of the scanner, information-side facing up, with the MICR line to the right. If the problem persists, contact your distributor. Remove any debris by following the directions below:

1. Press the latch and lift the cover to access the imaging frame.
2. Lift the imaging frame to access the document feed plate.
3. Clear any paper or debris from the imaging frame and document feed plate.
4. Ensure that the black fingers on the baffle move freely.



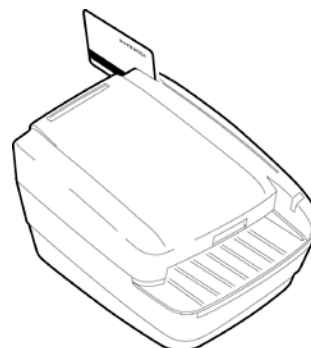
5. Use a lens-cleaning tissue or a damp, lint-free cloth to remove any ink or dust from the document sensors.
6. Ensure that the rollers under the baffle are clean.
7. Close the imaging frame and cover.



Card transactions do not function properly

Test the Card Swipe Mechanism

1. Ensure that you are swiping the card properly. The black magnetic stripe on the back of the card must face downward and to the left.
2. Try using another card to ensure the first card was not defective.



Specifications

EC7000i and EC7500i Specifications	
Unit size	Without MSR 8.6" long x 6.1" wide x 4.4" high 21.9 cm long X 15.4 cm wide X 11.3 cm high With MSR 8.6" long x 6.1" wide x 5.3" high 21.9 cm long x 15.4 cm wide x 13.5 cm high With Printer 11.8" long x 6.1" wide x 5.3" high 30.1 cm long x 15.4 cm wide x 13.5 cm high
Unit weight	EC7000i: 3.4 lbs. / 1.5 Kg EC7504f with printer: 6.0 lbs / 2.7 Kg with power supply
Unit orientation	For proper operation, place unit on a level, horizontal surface.
EC7000i connectors	Power: Red. Mini-DIN 3-pin. USB: Orange. USB-A. (1.1) AUX: Yellow. Mini-DIN 8-pin. COM: Green. Mini-DIN 9-pin. TEL: Purple. RJ11 plug. Modem (optional).
EC7500i connectors	Power: Mini-DIN 3-pin USB: USB-B (2.0)
Environmental	
Operating temperature	32 to 104 degrees F (0 to 40 degrees C).
Operating humidity	10 to 85% relative humidity (non-condensing).
Document Specifications	
Document size and weight	Nominal: 2.16" W x 4.4" L (5.5 cm x 11.2 cm) Maximum: 4" W x 9" L (10.16 cm x 22.86 cm) Preferred Paper Weight Range: 20 lb to 32 lb
MICR fonts	E13B MICR Character Set CMC7 MICR Character Set
OCR font recognition (optional license)	Under application control Alphanumeric OCR A and B font recognition of OCR code-lines for applications such as bill payment
Electrical Power Requirements for Power Adapter	
Power supply	Input: 100–240 V AC, 50–60Hz Output: 24V, DC 1.0A For use with model no GFP241DA-2410M-2 or 3A-242DA24. Pour utiliser avec modèle GFP241DA-2410M-2 or 3A-242DA24.

Software and support	
Supported operating systems	Windows XP, Windows 7 (32/64-bit), Windows 8 (32/64-bit), Windows 8.1 (32/64-bit)
Development software	RDM EC Scanner Application Development Kit (ADK) includes API components, USB driver, Redistributable Installation Packages and Sample Applications

Modem Specifications (Optional)	
Supports	V.34bis, V.34 V.F.C, V.32bis, V.32, V.22bis, V.22A/B, V.23, V.21, Bell 212A and 103
Error correction	V.42 LAPM and MNP 2-4
	V.42bis and MNP 5
Magnetic Stripe Reader (MSR) Specifications (Optional)	
	3 track, bi-directional

Part Numbers

Scanners

Model	RDM Part Number
EC7011f	6000-7702-FRK
EC7011f with OCR	6000-7702-OFR
EC7014f	6000-7712-FRK
EC7014f with OCR	6000-7712-OFR
EC7111f	6000-7714-FRK
EC7111f with OCR	6000-7714-OFR
EC7501f	6000-7501-FRK
EC7501f with OCR	6000-7501-OFR
EC7502f	6000-7502-FRK
EC7502f with OCR	6000-7502-OFR
EC7504f	6000-7504-FRK
EC7504f with OCR	6000-7504-OFR
EC7511f	6000-7511-0000
EC7511f with OCR	6000-7511-000R
EC7512f	6000-7512-0000
EC7512f with OCR	6000-7512-000R

Additional parts

Options and accessories	RDM Part Number
Replacement franker cartridge – “Electronically Presented” - red ink	6000-6050
Replacement thermal paper roll, 2.25" x 50' (58 mm x 15 m)	Standard thermal roll paper available from office supply stores
Replacement power adapter (EC7000i, EC7500i)	302843
Optional Aux to PC serial cable, mini-DIN9 to DB9 – (EC7000i models)	5000-40012
USB Cable, Type A to A (EC7000i models)	5000-40091
USB 2.0 cable, A to B male, shielded (EC7500i models)	6000-6106
Modem cable, RJ11 to RJ11 (EC7014f)	5000-40063

Appendix A

This appendix describes the EC7000i series scanners' LED and beep signal patterns for serial numbers 23x and lower.

Startup

Signals	Meaning / What to do
Red/Green/Amber flashing cycle	The scanner is starting up and performing diagnostics. Wait for the scanner to finish.
Solid red	The scanner failed a start-up test. Check the computer's display for instructions. If you need more help, contact your distributor (reseller).
Solid amber	The scanner is ready. You can start a task by using the check application on your computer or terminal.

Document scanning and processing

Signals	Meaning / What to do
Green solid	The scanner is ready to scan a document. Insert a document.
Green flashing	The scanner is processing the document. Wait for the scanner to finish.
Green flashing and one short beep	The scanner read the MICR line successfully.
Amber flashing	The scanner is communicating with your computer or terminal. Wait for the scanner to finish.
Red flashing and three short beeps.	The scanner failed to read the MICR line. Check the computer or terminal's display for instructions or refer to your local procedures. If you need additional assistance, contact your distributor (reseller).
Red flashing and one long beep	An error occurred processing or storing the document image. Check the computer or terminal's display for instructions or refer to your local procedures. If you need additional assistance, contact your distributor (reseller).

Warranty Information

LIMITED WARRANTY:

The RDM EC7000i and EC7500i units are warranted against defects in materials and workmanship under normal use and service for a period of two years. This warranty is extended only to the original purchaser.

The entire liability of RDM Corporation (the Corporation), distributors of the EC7000i and EC7500i and manufacturers of auxiliary equipment used with the EC7000i and EC7500i and your exclusive remedy shall be, at the Corporation's option either (a) return of the price paid, or (b) repair or replacement of the EC7000i and EC7500i that does not meet this limited warranty and which is returned to the Corporation with a purchase receipt or other proof of date of original purchase which will be required in order to exercise your rights under this warranty.

The limited warranty is void if failure of the EC7000i or EC7500i has resulted from accident, abuse or misapplication. Any replacement of the EC7000i or EC7500i will be warranted for the remainder of the original warranty period.

The equipment is sold with the understanding that neither the Corporation, such distributors nor such manufacturers will be liable for any damages whatsoever (including, without limitation, direct or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the EC7000i or EC7500i, even if the Corporation, such distributors and/or such manufacturers have been advised of the possibility of such damages.

In any case, the entire liability of the Corporation, such distributors and such manufacturers with respect to the EC7000i or the EC7500i shall be limited to the amount actually paid by you for the EC7000i or the EC7500i.

The Corporation, such distributors and such manufacturers disclaim all other warranties, express or implied, including, without limitation, implied warranties of merchantability and fitness for a particular purpose with regard to the EC7000i or the EC7500i and the accompanying written materials.

Although every effort has been made to ensure the accuracy of the information contained in this guide, no warranty or representation to that effect is made. Due to product improvements, specifications are subject to change without notice.

WARRANTY SPECIFICS:

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. It does not cover the following:

Damage, which occurs in shipment,

Failures which are caused by products not supplied by RDM or failures which result from accident, misuse, abuse, neglect, excessive dirt or dust caused by lack of preventive maintenance measures, mishandling, misapplication, alteration or modification; service by anyone other than RDM, or damage that is attributable to acts of nature including but not limited to:

Flood, lightning, power surges or static electricity, water damage, falls, theft, or vandalism,

Spillage of liquid or objects that have fallen into the equipment,

Equipment that has been exposed to excessive heat or unstable environmental conditions,

Consumables such as Franker cartridge or Franker Assembly, or other EC7000i or EC7500i consumables or accessories such as roll paper or cables.

RDM's EC7000i or EC7500i units with problems found to be caused by incorrectly set configuration parameters (IRN #, Owner Code, Merchant ID, etc.) are not considered defective and will not be serviced under warranty.

Warranty is void if any of the external case of the unit has been opened or removed or the unit has, in RDM's opinion, been damaged through misuse or improper care.

Units returned to RDM for warranty repair will be re-configured with factory defaults and returned to customers. All stored images in the scanner will be cleared.